# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1057)

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|---|---|---|---|
| Name of Candidate | GUNJAN DWIVEDI | | |
| Medium Hindi/Eng. | ENGLISH | Registration Number | 323294 |
| Center | ONLINE | Date | 17/09/2018 |

### INDEX TABLE

| Q. No. | Maximum Marks | Marks Obtained |
|---|---|---|
| 1(a) | 10 | |
| 1(b) | 10 | |
| 2(a) | 10 | |
| 2(b) | 10 | |
| 3(a) | 10 | |
| 3(b) | 10 | |
| 4(a) | 10 | |
| 4(b) | 10 | |
| 5(a) | 10 | |
| 5(b) | 10 | |
| 6 | 10 | |
| 7 | 10 | |
| 8 | 10 | |
| 9 | 20 | |
| 10 | 20 | |
| 11 | 20 | |
| 12 | 20 | |
| 13 | 20 | |
| 14 | 20 | |

**Total Marks Obtained:**

**Remarks:**

### INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
   उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
2. There are **FOURTEEN questions** printed in **ENGLISH & HINDI**
   इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं।
3. All questions are compulsory.
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other that the authorized one.
   प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
   उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।



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## EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

**Overall Macro Comments / feedback / suggestions on Answer Booklet:**

1.

2.

3.

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5.

6.

**All the Best**

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**Answer the following questions in not more than 150 words each:**

1. **(a)** Self doubt can both help and hinder leadership. Discuss with examples.**10**
आत्म सन्देह नेतृत्व में सहयोग तथा बाधा दोनों उत्पन्न कर सकता है। उदाहरण सहित चर्चा कीजिए।

Ans (a)

Leadership refers to the act as well as the trait of leading people. It is one of the most significant characteristic attribute of any public spirited person in general and civil servant in particular.

Self doubt refers to the process whereby one questions oneself or gives second thoughts to one's decisions.

How self doubt helps leadership:

It can serve as an instrument of course correction, and enhance performance output as well as outcome. For example,

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if I am doubtful about my choice of action, I will seek help, both from team members as well as external sources. This in turn will add to reasoning and thus better decision making.

## How self doubt hinders leadership:

Excessive self doubt only results in lack of confidence and conviction, thus leading to faulty decision making.

For example:-
If I keep doubting my potential and choice of action, it will firstly delay implementation and further result in vagueness and lack of clarity

Thus self doubt is good, but when practised in optimum amounts.

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1. (b) Bring out the significance of probity in public life. What are the requisites for ensuring probity in governance? Pointing out the key concerns in India in this context, suggest certain remedial measures. 10

सार्वजनिक जीवन में ईमानदारी (probity) का महत्व दर्शाइए। शासन में ईमानदारी सुनिश्चित करने की क्या अपेक्षाएं हैं? इस संदर्भ में भारत में प्रमुख चिंताओं का उल्लेख करते हुए, कुछ उपचारात्मक उपायों का सुझाव दीजिए।

Ans 1(b)

Probity refers to honesty. It consists of the act of displaying integrity in decision making as well as in administration.

Significance of probity:

- Plays a vital role in upholding laws, values and societal goals and aspirations.
- It ensures both efficiency and effectiveness in governance.
- It forms a significant attribute for building and sustaining public trust.

Requisites for ensuring probity:-

- Written and codified rules,

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regulations and guidelines.

- Recruitment of honest and just individuals.
- effective system of accountability
- Code of ethics as recommended by II ARC Report to bring about responsibility.

Key concerns in India:

- Culture of need v/s greed - failure to differentiate between the two
- Diverse societal norms - leads to no strong values and thus laxity.
- Lenient culture
- Passivity and pessimism
- Herd mentality

Remedial measures

- Promote values that encourage self realization, introspection etc
- Better education, role modelling and establishing common goals
- System of punishment & social stigma
- Incentivize performance
- Better child rearing practices


Such measures

are essential to inculcate probity.

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**2.** **(a)** While the corrupt and dishonest should be punished swiftly, honest public servants need to be protected against malicious and motivated complaints to enhance efficiency and effectiveness of an organisation. Discuss. How can the two objectives be reconciled? **10**

जहाँ भ्रष्ट और बेईमान को तत्काल दंडित किया जाना चाहिए, वहीं किसी संगठन की दक्षता और प्रभावशीलता बढ़ाने हेतु दुर्भावनापूर्ण और अभिप्रेरित शिकायतों से ईमानदार लोक सेवकों की सुरक्षा की जानी चाहिए। चर्चा कीजिए। इन दो उद्देश्यों के बीच किस प्रकार सामंजस्य स्थापित किया जा सकता है?

Ans 2(a)

Honesty forms the bedrock of civil services. It is a foundational value that leads to efficiency and effective decision making. It plays a significant role in dealing with situations of conflict of conscience as well as conflict of interest.

However on account of various factors like faulty recruitment, ineffective training or personal factors like improper values, greed, selfishness results in growth of corruption and dishonesty. Corruption both

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collusive and coercive exists because of attitudinal flaws as well as its institutionalization. Hence, it is imperative to adopt a zero tolerance approach and punishing any violator without any form of exception.

However, civil servants on account of nature of job have significant discretionary powers which is both a boon and bane. Such exercise can result in genuine mistakes or errors without an element of corruption.

Thus there is a need of a system that balances both. It requires addressing both the demand as well as supply side of corruption. Proper rules ~~and~~ guidelines. and procedures must be adhered to. The recent amendments in Prevention of Corruption Act is a step in the right direction.

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2. **(b)** The effective implementation of the Right to Information Act will create an environment of vigilance which will help in functioning of a more participatory democracy. Elaborate. **10**

सूचना के अधिकार अधिनियम का प्रभावी कार्यान्वयन एक सतर्कता का माहौल तैयार करेगा जिससे अधिक सहभागी लोकतंत्र के कार्यशील होने में सहायता मिलेगी। सविस्तार वर्णन कीजिए।

Ans 2(b)

The Right to Information Act, 2005 has resulted in bringing about transparency in the administration. It is Fundamental Right of citizens in any democratic setup.

Effective implementation of this right requires actions from both the citizens as well as government / public bodies.

Citizens should be made aware of this right as well as educated to use this right for genuine concerns and not merely as an alternative to grievance redressal.

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In the hands of public bodies, ~~batto~~ it is required for them establish the institutional mechanisms. Furthery, discharge information on a voluntary basis.

Such information in the public domain will automatically serve ~~to~~ sound and well aware public opinion. This in turn will promote a culture of vigilance.

For example :-

If citizens are aware of how the resources are being utilised in fulfillment of a policy goal, it will automatically result in better implementation on account of inherent nature of accountability.

Thus RTI Act has proved to be a watershed moment in Indian administration.

—X—

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3. (a) The bureaucracy technically has been an efficient form of organisation but is seen to have exceeded its administrative powers due to its tendency towards self aggrandisement, permanence in employment, and nearness to the political executive. Discuss. 10

तकनीकी रूप से नौकरशाही संगठन का एक कुशल रूप रही है, लेकिन आत्म-उन्नयन, रोजगार में स्थायित्व और राजनीतिक कार्यकारी से निकटता की प्रवृत्ति के कारण यह अपनी प्रशासनिक शक्तियों का अतिक्रमण करता है। चर्चा कीजिए।

Ans 3(a)

According to Max Weber, bureaucracy is the best form of organisation for policy implementation and administration. It is rooted in principles of neutrality, non partisanship, honesty, integrity and dedication to duty. This has resulted in efficiency.

However there have been instances of deviation. Further, on account of diverse factors like greed, selfishness, vanity, norm of escapism etc has lead to bureaucracy failing to perform its functions.

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- Tendency towards self aggrandisement is rooted in faulty value system and failure to accord public service more significance than self interest.
- Permanence in employment results in a culture of weak and inefficient implementation and performance of duties on account of lack of fear of removal from job.
- Politicization of bureaucracy on account of spoils system and a culture of patronage has severely hampered administrative neutrality.

Thus, there is an urgent need to bring corrective measures to end the evils that have crept in bureaucracy. Reforms in recruitment, training, performance appraisal, code of ethics as recommended by the 2nd ARC can be effectively employed to address this issue

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3. (b) Social media has played a key role in influencing political opinions and social attitudes in India. Comment. 10

भारत में सोशल मीडिया ने राजनीतिक मतों और सामाजिक अभिवृत्तियों को प्रभावित करने में महत्वपूर्ण भूमिका का निर्वाह किया है। टिप्पणी कीजिए।

Ans 3(b)

21st century has often been referred to as the century of digitization and data. Social media consists of platforms like facebook, Twitter, WhatsApp. Its chief characteristic is its accessibility ~~and~~, huge consumer base and anonimity.

How social media influences political opinions & social attitudes :-

↳ Wide reach :

In a fraction of a second, a message can be circulated and distributed to millions of people.

↳ Mechanisms like 'Like', 'Share' play an important role in

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expressing views of the people. This can influence other people's opinions on account of bandwagon effect.

↳ Manufacture of consent by universalising something or treating it as common sense.

↳ Appealing to emotions by using fake news.

For example - the Black Dot campaign played a significant role in promoting the cause of female security. Similarily, by circulation of certain specific aspects of a public speech by a leader, to promote communal interests and values has been a common phenomenon.

Thus, social media is a very important tool for opinion formulation

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4. (a) "Nonviolence is not servile passivity but a powerful moral force which makes for social transformation". Comment. 10

"अहिंसा दासत्व जैसी निष्क्रियता नहीं है बल्कि एक शक्तिशाली नैतिक बल है जो सामाजिक परिवर्तन में मदद करता है"। टिप्पणी कीजिए।

Ans 4 (a)

Ahimsa that is non-violence has been the foundational value of Indian society right from ancient times of Buddha, Jina to the times of Gandhi, Nelson Mandela and more recently Anna Hazare.

It is easy to lose one's temper and adopt an approach of 'tit for tat'. As pointed out by Gandhi Ji "An eye for an eye will make the world blind". Anger, hatred, violence are all attributes of weak, someone who lacks will power, restraint and determination.

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Non violence is the weapon of the strong and courageous. It is not merely about outwardly physical strength but inherent, mental strength.

It requires strong will and a spirit of standing up for what is right. Its chief aim is to appeal to the inherent goodness of the evil doer and thus result in 'melting of the heart'. Such a change would be long term and sustainable.

Examples of Gandhi Ji, Martin Luther King (Jr), Nelson Mandela provide insight into the strength of the tool of ahimsa.

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4. **(b)** It is at the interface of public action and private interest that the need arises for establishing not just a code of ethics but a code of conduct. In this context, highlight the need for drafting a code of ethics as well as a code of conduct. **10**

यह सार्वजनिक कार्रवाई और निजी हित के अंतरफलक (इंटरफ़ेस) पर है, जिमसे न केवल नैतिक संहिता बल्कि आचार संहिता तैयार करने की आवश्यकता उत्पन्न होती है। इस संदर्भ में, नैतिक संहिता के साथ-साथ आचार संहिता का प्रारूप तैयार करने की आवश्यकता पर प्रकाश डालिए।

Ans 4(b)

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5. (a) Income inequality is a matter of grave concern for the Indian society. In this context, examine the relevance of Gandhiji's concepts of 'Sarvodaya' and 'Trusteeship'. **10**

भारतीय समाज के लिए आय असमानता एक गंभीर चिंता का विषय है। इस संदर्भ में, गांधीजी की 'सर्वोदय' और 'न्यासिता' (ट्रस्टीशिप) की अवधारणाओं की प्रासंगिकता का परीक्षण कीजिए।

Ans 5(a)

Indian society is characterised by multiethnicity, multi-linguism, diversity in culture, religion, traditions etc.

However, on account of various socio-economic factors, like caste system, economic deprivations like poverty and unemployment, inequality persists and forms one of the most significant challenges.

In such a situation, Gandhiji's model of 'Sarvodaya' and 'trusteeship' can be of particular help.

Sarvodaya refers to

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taking care of all, including the most needy. It involves devising a distributive system that meets the need of the least advantaged. This would promote social justice. However, due to inherent faults in human nature, formulating such a model has been a challenge.

'Trusteeship' refers to the model where property is treated as common property. Each individual uses the property as per his need, not greed and serves to protect and enhance it. However, such a system suffers from the principle of 'tragedy of commons'.

Nonetheless, the two approaches serve as effective tools of removing inequality.

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5. **(b)** It does not take long for conflict to turn violent when deep seeded prejudices and discriminatory attitudes are not addressed. Discuss in the context of communal and caste-based violence in India. What role should the state play in this context? **10**

गहरे पूर्वाग्रहों और भेदभावपूर्ण अभिवृत्तियों के दूर नहीं होने की स्थिति में टकराव को हिंसात्मक होने में लंबा समय नहीं लगता है। भारत में सांप्रदायिक और जाति आधारित हिंसा के संदर्भ में चर्चा कीजिए। इस संदर्भ में राज्य को क्या भूमिका निभानी चाहिए?

Ans 5(b)

Disagreements and differences in opinions are marks of a mature democracy. However, when allowed to persist based on deep seated values of animosity, hatred and biasness, these differences can turn violent and gravely disrupt social harmony.

Communal differences rest on entrenched notions of "us and them". This was a policy devised during Colonial times to serve their interests. Presently, religion serves as a

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platform of polarisation and politicization.

Caste based violence is rooted in the notion of 'purity and pollution' and 'superiority and inferiority'.

The need is to correct these base values. Here, the role of state is important :-

↳ Promote social harmony by encouraging a culture of consensus by promoting conflict resolution at grass root levels.

↳ Increasing awareness and educating the masses.

↳ Preventing politicization of caste and religion by effectively implementing Supreme Court's directives.

 Thus, deep seeded 



attitudes need to be educated to

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6. Explain with examples how emotional intelligence increases the effectiveness of leadership skills in a civil servant. 10

उदाहरण सहित व्याख्या कीजिए कि किस प्रकार भावनात्मक समझ (बुद्धि) एक सिविल सेवक में नेतृत्व कौशल की प्रभावशीलता में वृद्धि करती है।

Ans6 :

Emotional Intelligence refers to decision making by managing one's own emotions along with those of others. This ensures sound and effective decision making.

Emotional intelligence helps a leader in understanding the true state of affairs, the real grievances of people.

For example :

EI will ensure administration is not merely reduced to procedural aspect. It assists in incorporation of

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principle of "administrative justice".

EI is effectively utilised in the case of crowd management. It helps the leader in dealing with the group and assists in convincing the crowd to follow the right course of action.

Thus EI, forms a core value in a civil servant. It seeks to make governance more people centric.

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7. A Citizens' Charter sees public services through the eyes of those who use them. In this context, analyze the importance of citizen charter in making public services citizen centric. **10**

सिटिजन चार्टर उन लोगों की दृष्टि से सार्वजनिक सेवाओं को देखता है जो इनका उपयोग करते हैं। इस संदर्भ में, सार्वजनिक सेवाओं को नागरिक केंद्रित बनाने में सिटिजन चार्टर के महत्व का विश्लेषण कीजिए।

Ans 7

Citizen Charter refers to the values and goals of an organisation that it seeks to uphold. It displays the proper mechanisms available for grievance redressal.

Importance of citizen charters :

↳ Makes citizens aware of what the organisation stands for

↳ Provides the assurance of quality service delivery

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↳ Provides awareness about the mechanism available for grievance redressal.

Thus citizen charters ensure that citizens form the core of administration. However, ineffective implementation, lack of awareness, improper grievance redressal mechanisms render it useless.

There is a need to adopt models like 'Sevottam' to ensure effective citizen centric administration

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8. Given the effects that cultural attitudes about menstruation have on women, there is need to follow a strategic approach in combating these. Discuss. **10**

महिलाओं पर पड़ने वाले रजोधर्म के सांस्कृतिक अभिवृत्तियों के प्रभावों को देखते हुए, इनसे निपटने में रणनीतिक दृष्टिकोण का अनुसरण करने की आवश्यकता है। चर्चा कीजिए।

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**In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):**

**9.** As the District Magistrate you are posted in a district that had been infamous for girl-child marriages. The government introduced a contributory scheme two decades ago, where the government contributed the same amount as the parents, into an account, for their girl child of age 0 to 7 years. The total sum could be withdrawn only when the girl turns eighteen and is unmarried. Due to this scheme, a new pattern has emerged. All girls are married as soon as they turn eighteen and incidents of dowry have increased substantially – because the community customs require paying the sum commensurate to the age of the girl. Further, parents now tend to save money for the scheme instead of investing in girl's education. As the local administration tries to tackle the current situation it looks up to you for ideas and leadership:

**(a)** Identify the factors which have led to such outcomes. **20**

**(b)** Devise a strategy, keeping in mind the multiple aspects of the situation.

जिला मजिस्ट्रेट के रूप में आप एक ऐसे जिले में तैनात हैं जो बालिका-बाल विवाह के लिए बदनाम रहा था। सरकार ने दो दशक पहले एक अंशदायी योजना आरंभ की थी, जिसके अंतर्गत 0 से 7 वर्ष की बालिका के लिए खोले गए खाते में, सरकार उनके माता-पिता जितनी राशि का योगदान देती थी। बालिका के 18 वर्ष की आयु के हो जाने और अविवाहित रहने पर ही कुल राशि निकाली जा सकती थी। इस योजना के कारण, एक नया पैटर्न उभरा है। सभी बालिकाओं की 18 वर्ष के होते ही शादी कर दी जाती है और दहेज की घटनाएं काफी बढ़ गई हैं- क्योंकि समुदाय की प्रथाएं बालिका की आयु के अनुरूप राशि का भुगतान करने की मांग करती हैं। इसके अतिरिक्त, अब माता-पिता बालिका की शिक्षा में निवेश करने के स्थान पर योजना के लिए पैसा बचाने लगे हैं। चूंकि स्थानीय प्रशासन वर्तमान स्थिति से निपटने का प्रयास कर रहा है, अत: वह आपसे आपके विचारों और नेतृत्वशीलता की अपेक्षा कर रहा है:

**(a)** उन कारकों की पहचान कीजिए जिसके कारण ऐसी परिस्थितियां उत्पन्न हुई हैं।

**(b)** इस स्थिति के बहु-आयामों को ध्यान में रखते हुए, एक रणनीति तैयार कीजिए।

Ans 9

Child-marriage is a social evil that has deteriorated the cause of growth and development of girl child in particular.

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It is imperative to check this social phenomenon.

The stakeholders involved in this case study are - girl child, parents, society at large and the administration.

Ans(a)

Factors that have led to such an outcome :-

i) Conservative and deteriorating social customs and their intrinsic permanency.

ii) Lack of awareness on the part of parents in particular and society in general.

iii) Poverty and fear of paying even more dowry at a later stage.

iv) Failure of policy to address

the root cause which is seeing the girl as a 'burden'.

Thus the need is to promote the value of a girl child and the inherent potential. It requires a strategy that addresses the problem in a holistic manner.

Ans (b) STRATEGY

The multiple aspects involved are :

→ Rights of the girl to education
→ prevention of child marriage
→ social customs preventing investment on the part of parents to promote their daughter's development.

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Any strategy will have to keep in mind both short term as well as long term aspects.

STRATEGY for Short term

→ Zero tolerance for dowry.
→ Ensure compliance to Right to Education Act to ensure the girl has received her foundational education.
→ Providing examples of role models from similar cases. This will encourage parents to invest in their girls future. eg) Bina Das.

Long term strategy requires a societal change in values. It involves the role of all stakeholders – Panchayat,

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administration, schools and teachers and parents.

Social evils like girl child marriage need to be adressed from the root. The contributory scheme is well intentional, but the loopholes need to be removed by ensuring the money is utilised only for education.

~~Further for~~

——— X ———

**10.** While on the one hand, some state governments have implemented alcohol consumption prohibition laws, it is permitted in other states. Debates around this issue often involves aspects such as individual rights, cultural attitudes and social welfare. As a teacher you need to explain the key issues involved to a young audience. What are these? How would you conclude the lecture? **20**

एक और जहां कुछ राज्य सरकारों ने मद्यपान निषेध कानून लागू किए हैं, वहीं अन्य राज्यों में इसकी अनुमति है। इस मुद्दे पर बहस में प्राय: व्यक्तिगत अधिकार, सांस्कृतिक अभिवृत्ति और सामाजिक कल्याण जैसे पहलु सम्मिलित होते हैं। एक शिक्षक के रूप में आपको युवा श्रोताओं को इसमें सम्मिलित महत्वपूर्ण मुद्दों को समझाना है। ये मुद्दें क्या हैं? आप आपने व्याख्यान के निष्कर्ष में क्या कहेंगे?

Ans 10

Prohibition of consumption of alcohol forms a part of our Constitutional values as reflected in the Gandhian principles of Directive Principles of State Policy.

However, being a liberal and a federal state, India cannot adopt a 'one size fits all' model to adress any issue, especially ban on alcohol.

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Thus different states have adopted different approaches.

> **How alcohol consumption affects individual rights :-**

A citizen of India is free to do whatever he/she wants to do. However such a right is exercised under restraint of public order and morality amongst others.

> **Alcohol consumption and cultural attitudes :**

Consumption of alcohol is treated as normal and as an acceptable practise in certain cultures. While others treat it as sinful and derogatory.

Alcohol Consumption and social welfare

Intoxication becomes a problem and often a nuisance when the person under the effect of alcohol creates social obstructions. For example- violence, wife thrashing, abuse, being wasted etc.

Treating and addressing this issue requires understanding of certain key issues right from a young age. Here, the role of a teacher is very significant.

The key issues to be explained are as follows:-

(i) Is consumption of alcohol

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bad in totality?

I would explain that anything in excess is bad. Alcohol consumption is permissable in several societies.

(ii) Should it be banned?

Such a decision should be based on consensus, reflecting the will of the people, especially the victims.

iii) Should state intervene in such practices?

The DPSPs mandate the State to keep this issue in mind while formulating policies. I would explain how DPSPs promote social justice.

iv) Root problem – is not consumption of alcohol but the idea of 'escaping reality'

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under the effect of intoxication. This results in addiction, which is bad.

In my conclusion, I would explain why people resort to consuming alcohol in excess. I would help the children understand how poverty and viciousness results in a trap. The only solution out is education, hard work and honest living. The key is to make the children understand the root problem so that they emerge as responsible adults.

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**11.** As a concerned citizen you have been engaged with the issue of persons employed in manual scavenging. You notice that despite laws and strictures from the highest court of the land the practice of employing human labour to clean sewers continues. While the administration has to ensure the cleanliness of the urban localities, those who are employed also have to earn to sustain themselves and their families. The death of few workers recently due to asphyxiation while cleaning a septic tank has caused much consternation in your locality. You would like to engage with the situation by writing to the administration, for which you need to find an answer to the following:

**(a)** Identify the stakeholders involved and state their conflicting interests.

**(b)** What challenges does the administration face in curbing this social evil?

**(c)** Enumerate the steps to deal with the problem. **20**

एक चिंतित नागरिक के रूप में आप हाथ से मैला उठाने (मैन्युअल स्कैवेंजिंग) में नियोजित लोगों के मुद्दे से जुड़े हुए हैं। आप पाते हैं कि देश के कानून और उच्चतम न्यायालय की कटु आलोचना के बावजूद सीवर साफ करने हेतु मानव श्रम नियोजित करने की प्रथा जारी है। जहां प्रशासन को शहरी क्षेत्रों की सफाई सुनिश्चित करनी है, वहीं जो लोग नियोजित हैं उन्हें अपना और अपने परिवारों का भरण-पोषण करने के लिए रोजी-रोटी भी कमानी है। हाल ही में सेप्टिक टैंक की सफाई करते समय श्वासावरोधन के कारण कुछ कर्मचारियों की मृत्यु ने आपके क्षेत्र में अत्यधिक संत्रास पैदा किया है। आप प्रशासन को लिखकर इस स्थिति से जुड़ना चाहते हैं, जिसके लिए आपको निम्नलिखित का उत्तर ढूंढना होगा:

**(a)** इसमें सम्मिलित हितधारकों की पहचान कीजिए और उनके परस्पर-विरोधी हितों का वर्णन कीजिए।

**(b)** इस सामाजिक बुराई पर अंकुश लगाने में प्रशासन को किन चुनौतियों का सामना करना पड़ रहा है?

**(c)** इस समस्या से निपटने के उपायों को सूचीबद्ध कीजिए।

Ans 11

Article 17 of the Constitution prohibits untouchability and the associated practices like manual scavenging. However, despite existence of laws and

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Supreme Court's rulings the evil practise continues.

Ans(a)

Stakeholders involved

i) Victims - people who are forced into it.

Interest:

↳ Making a living. On account of poverty and various other social disadvantages attributed to caste, few sections of our society are forced into such practices to make ends meet.

ii) Administration - municipality and law enforcing agencies.

Interest

↳ Municipality - cleanliness of the locality

↳ Law enforcing agencies -

enforcement of laws and strictures

iii) Locality - all the residents involved

Interest

↳ cleanliness

↳ Want an end to evil practices but social stigmas continue to prevail

Ans(b)

Challenges faced by administration in curbing this social evil :

(i) Entrenched societal values prevent effective implementation of laws. People continue to employ the services of manual scavengers.

(ii) Personal v/s public sphere

Caste and related issues are often practiced by citizens in their personal sphere. Thus

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administrative action can often be perceived as Intrusive.

(iii) Lack of resources to provide effective alternatives and rehabilitation.

Ans(c) STEPS to deal with the problem:

Step 1: Zero tolerance to any instance of manual scavenging.

Step 2: Ensuring rehabilitation of those engaged in manual scavenging and providing alternative jobs eg) MGNREGA can be utilised

Step 3: Promoting awareness and Inculcating values

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of social harmony and fraternity as enshrined in the Preamble. This requires sound education system and socialization.

Thus, curbing an evil like manual scavenging requires both legal-administrative measures as well as societal change.

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**12.** You are a teacher in the Science department of a reputed college. Your HoD (Head of Department) has been a good mentor to you and has guided your career progress. You get to know from one of your students that the HoD gives private tuitions at his residence, which is disliked by many others in the department. There are also rumours that he might be giving extra marks to the students taking his tuitions. When enquired, his reply is that he is not alone and a few other teachers are giving private tuitions as well. He assures you that it is beneficial for the students as some of them need extra attention. He advises you not to make a fuss about it and indirectly reminds you about the assessment rating, which is due this week. You are aware that a good rating will definitely get you the due promotion. The HoD is due to retire in 4 months.

**(a)** What are the dilemmas that you face in this situation?

**(b)** Highlight the course of action that you would adopt and give reasons for the same. **20**

आप एक प्रतिष्ठित कॉलेज के विज्ञान विभाग में एक शिक्षक हैं। आपके विभागाध्यक्ष आपके अच्छे परामर्शदाता रहे हैं और आपके करियर की प्रगति में उन्होंने आपका मार्गदर्शन किया है। आपको अपने एक छात्र से पता चलता है कि विभागाध्यक्ष अपने निवास पर निजी ट्यूशन प्रदान करते हैं, जिसे विभाग में कई अन्य लोगों द्वारा नापसंद किया जाता है। इस बात की भी अफवाहें हैं कि वह अपना ट्यूशन लेने वाले छात्रों को अतिरिक्त अंक दे रहे हैं। पूछे जाने पर उनका उत्तर है कि वह अकेले नहीं हैं और साथ ही कुछ अन्य शिक्षक भी निजी ट्यूशन दे रहे हैं। वह आपको आश्वस्त करते हैं कि यह छात्रों के लिए लाभदायक है क्योंकि उनमें से कुछ पर अतिरिक्त ध्यान देने की आवश्यकता है। वह आपको इस संबंध में हंगामा न मचाने का परामर्श देते हैं और अप्रत्यक्ष रूप से आपको मूल्यांकन रेटिंग के संबंध में याद दिलाते हैं, जो इसी सप्ताह नियत है। आप जानते हैं कि अच्छी रेटिंग से निश्चित रूप से आपको उचित पदोन्नति मिलेगी। विभागाध्यक्ष चार महीने में रिटायर होने वाले हैं।

**(a)** इस स्थिति में आप किन दुविधाओं का सामना कर रहे हैं?

**(b)** उस कार्यवाही पर प्रकाश डालिए जिसे आप अपनाएंगे और इसके कारण बताइए।

Ans 12

The case study tests the values of integrity and honesty in a teacher in particular and any official or employee in general.

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Ans (a)

DILEMMAS

(i) Work ethics v/s personal ethics-

It reflects a clash between adherence to what is right as per the requirements of me being a teacher to that of my personal interest with regards to assessment rating, which requires me to be a silent spectator.

ii) Conflict of conscience :

The value of equality with reference to students getting the best academic quality. ~~irrespective~~ Remaining quiet about the issue would lead to a state of emotional dissonance in me.

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iii) Quality of pedagogy, if other teachers are also engaged in activities, the inherent motive of which is to make money, as against learning in the case of being a teacher.

Ans(b): Thus, inorder to ensure that the values of learning that form the core of any educational institution are not intermixed with that of making money and profits, I would follow the following course of action.

> Enquire about the tutions.
If the tutions serve philanthro-phy and genuine concern

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to help students, that it is acceptable. If the purpose is linked to economic gains it goes against the values upheld by the college.

> Collect information about other teachers involved in similar cases. Try to assess whether there is any biasness in awarding marks.

> Present the state of affairs to the Principal of the College to bring the matter into light.

My promotion and ratings depend upon my quality of work. Student's education getting affected is a larger

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concern as it determines their future.

Thus, such practices should be discouraged.

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**13.** While stampedes and mishaps due to overcrowding have led to loss of lives on multiple occasions, it remains an issue discussed only when there is a tragedy. Recently you were assigned the responsibility of conducting a mela around a revered religious place, which attracts millions of devotees. Every year the numbers have been increasing and this year due to certain celestial alignments the crowd is expected to be unprecedented. In the previous year the officer in charge was criticised and transferred over allegations of hurting religious sensitivities by restricting access to the religious place. You have three months to prepare for the mela.

**(a)** Identify the key areas you would focus on?

**(b)** What are the challenges that you foresee?

**(c)** How do you propose to overcome them? **20**

यद्यपि भीड़-भाड़ की वजह से होने वाली भगदड़ और दुर्घटनाओं के कारण कई अवसरों पर जीवन की क्षति हुई है, तथापि यह केवल किसी त्रासदी के घटित होने के उपरांत ही चर्चा किया जाने वाला एक मुद्दा बनकर रह गया है। हाल ही में आपको लाखों श्रद्धालुओं को आकर्षित करने वाले एक पूजनीय धार्मिक स्थल के निकट एक मेला के संचालन का उत्तरदायित्व सौंपा गया है। मेले में प्रति वर्ष संख्या बढ़ती रही है और इस वर्ष कुछ विशेष खगोलीय संरेखण के कारण अभूतपूर्व भीड़ होने की आशा है। पिछले वर्ष प्रभारी अधिकारी की आलोचना हुई थी और धार्मिक स्थल पर पहुंच को प्रतिबंधित करके धार्मिक संवेदनाओं को आघात पहुंचाने के आरोप में उनका स्थानांतरण कर दिया गया था। मेला की तैयारी करने हेतु आपके पास तीन महीने हैं।

**(a)** उन महत्वपूर्ण क्षेत्रों की पहचान कीजिए जिन पर आप ध्यान केंद्रित करेंगे?

**(b)** आप कौन-सी भावी चुनौतियां देख पा रहे हैं?

**(c)** उन पर काबू पाने हेतु आपका क्या प्रस्ताव है?

Ans 13 :

The case study tests the administrative capability in managing crowd as well as ensuring safety and security of all while upholding peoplis socio-cultural rights and customs. ~~In a diss~~

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Ans(a)

The KEY AREAS to be focused on

> Crowd assessment – prepare an estimate of number of people, flow of people in an out of the arena, the peak hours, peak days.

> Quality of infrastructure must be of finest character with a special attention on the strength of bridges, foot over bridges that are prone to collapsing.

> Proper demarcation of entry and exit, with multiple exit points. A guided-directional path ~~near~~ around the shrine to ensure continuous flow of people.

Ans (b)

Challenges (forseeable)

↳ Increase in footfall, number of people beyond expectation/ anticipation.
↳ Communication with the people
↳ Limited space and manpower
↳ ~~Fa~~ Administrative failure on account of unforseeable situations

Ans (c) Overcoming the above challenges requires following steps:

↳ Multiple exits, guided walking channels would prevent instances of stampede.
Good and sturdy infrastructure would ensure that no tragedy

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occurs on account of bridge collapsing etc.

↳ Provision of effective communication through - loudspeakers at small intervals.

↳ Further, usage of CCTV to keep an eye on crowd movement 24X7. This would overcome the shortage of manpower.

↳ Conducting mock exercises and ~~trials~~ drills for different situations to prepare the personnel and lay down clear standard operation protocols.

Thus, it is imperative for the administration to

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make prior arrangements for such socio-religious events.

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**14.** You are a senior official at a government agency that is responsible for collection, storage and protection of biometric data of citizens. Due to the expanse of operations, the agency employs third parties for collection of data. There have been reports of security breach and leakage of data by third parties in exchange of money. A journalist from a prominent newspaper carries a sting operation and releases some data in the public to show the ongoing corruption and highlighting the inability of the agency in protecting public data. You are asked by the chairperson of the agency to file an FIR against the journalist and pursue criminal proceedings against him considering it an act of unauthorized access.

**(a)** Do you agree with the action sought by the chairperson against the journalist? Give appropriate reasons for your answer.

**(b)** If you disagree, what would be your course of action?

**(c)** Do you think the action of the journalist is justified? **20**

आप नागरिकों के बायोमेट्रिक आंकड़ों के संग्रहण, भंडारण और संरक्षण हेतु उत्तरदायी एक सरकारी एजेंसी के एक वरिष्ठ अधिकारी हैं। परिचालन विस्तार के कारण एजेंसी, आंकड़ा संग्रहण हेतु तृतीय पक्ष को नियोजित करता है। तृतीय पक्ष द्वारा पैसा के बदले सुरक्षा उल्लंघनों और आंकड़ों के लीकेज की सूचनाएं मिली हैं। एक प्रमुख समाचार पत्र के एक पत्रकार द्वारा एक स्टिंग ऑपरेशन किया जाता है और चल रहे भ्रष्टाचार को प्रदर्शित करने वाले एवं सार्वजनिक आंकड़े सुरक्षित रखने में एजेंसी की अक्षमता उजागर करने वाले कुछ आंकड़े आम जनता के सम्मुख जारी किए जाते हैं। आपको एजेंसी के अध्यक्ष द्वारा इसे अनधिकृत पहुंच वाला का एक कार्य मानते हुए पत्रकार के विरूद्ध एक FIR दर्ज कराने और उसके खिलाफ आपराधिक कार्रवाई करने के लिए कहा जाता है।

**(a)** क्या आप पत्रकार के विरूद्ध अध्यक्ष द्वारा चाही गई कार्रवाई से सहमत हैं? अपने उत्तर के लिए उचित कारण बताइए।

**(b)** यदि आप असहमत है, तो आपकी क्या कार्यवाही होगी?

**(c)** क्या आप मानते हैं कि पत्रकार का कार्य उचित है?

Ans 14 :

In the present drive for digitalization, data breaches, data theft etc are common concerns. Therefore, there is an urgent need to have

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security safeguards.

Ans(a)

Media forms the fourth pillar of democracy. It functions to educate the citizens. However, it requires adherence to media ethics and upholding the law of the land. Carrying out sting operations is a common technique employed by journalists to gain access to information that would otherwise not be revealed. However it breaches the values of privacy and trust. Nonetheless, filing an FIR would only be a manifestation of escapisism and diversion from the core

concern of breach of data and corruption. If the access was unautherized what needs to be questioned is how the journalist could access the information. Filing an FIR would only result in a chilling affect. ~~However it is a breach of privacy~~ and not adress the real problem. Hence, I disagree.

Ans(b)

My course of action would ~~be~~ be as following:-

> Take immediate measures to ~~and the~~ punish those who are directly involved with the act. This would serve as an example of zero tolerance and deterrance.

> Cancel contracts with the third parties concerned.

> Take steps to adress the already ocurred data breach

> Assuring the citizens of the safety of their data.

> Seek help of experts and employ a holistic security mechanism that is leak proof.

Ans (c)

Journalism serves to educate the public. Its chief concern is to increase awareness. However, there is an urgent need to adhere to media ethics. Violation of privacy and unauthorized is not justified. There exist proper channels to collect information.

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However, deep rooted corruption prevents access to true state of affairs. Hence media employs the usage of such means.

Journalists must exercise restraint and use this means only for public purpose not for other like increasing TRP ratings etc.

x